



Covid-19 Frequently Asked Questions

How can I Order Repeat Medication?

Where possible please order electronically using one of the following options:-

- Patient Online if you have an account (see below about how to get an account)
- Practice Website use the click here to email the surgery link on our home page <https://www.castlemedicalgroup.co.uk/>
- Online Consultations using the admin query option <https://wsp.psf-live.co.uk/7371/#/portal>

If you do not have access to any of the above electronic solutions, please ring the surgery and we will make an assessment to see if we can take your order using a different mechanism.

If we feel that you are housebound then we will be suggesting third party ordering through your local pharmacy.

How can I get a Patient Online Account?

There are a few options to access an online account which includes:-

- Practice website use the click here to email the surgery link on our home page <https://www.castlemedicalgroup.co.uk/> (Claire will then ring you to confirm your details as we need to make sure we are releasing your sensitive information to the correct person)
- NHS App – download from Apple Store or Google Play, follow instructions to register
- Paper form – if you have completed a paper form and posted it, this will still be processed

I have regular INR's, should I still attend for testing?

Due to the nature of your medication, it is important to attend for regularly testing so that your levels stay within therapeutic range. We understand that under the current circumstances you may be concerned about attending the surgery and ask you to follow the advice below:-

- If you (or someone you live with) **do not** have symptoms, please attend the surgery as normal. All patients attending the practice are being asked 2 screening questions to ensure that they do not have any presenting symptoms or live with someone who does
- If you (or someone you live with) **has** a new onset persistent cough or fever, please **do not** attend the surgery. If you could contact the practice by telephone or online consultation and we will review your warfarin dosage for you remotely and re-dose based on previous INR readings

I am concerned and wish to be Tested?

At present people who do not have symptoms or are self-isolating at home with mild symptoms are not being tested. If you wish to be tested then this is your choice and you will need to identify a private company who is offering this as a service to people and is likely to be chargeable to you.



I am pregnant and concerned about what I need to do?

At present midwife clinics are continuing. If you have an appointment booked in with the midwife she will call you on the morning of your appointment to ask you if you have any symptoms prior to attending. As a practice all patients attending the practice are being asked 2 screening questions to ensure that they do not have any presenting symptoms or live with someone who does

Following on from the governance announcement that pregnant ladies are included in those at increased risk, they have issued guidance on how you should social distance yourself which is available from:-

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

OR

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

I've been self-isolating how do I get a sick note?

If your employer asks you for a sick note because you have been self-isolating you can request one from

https://111.nhs.uk/isolation-note?fbclid=IwAR2u0Sxee_cuPsd_RII7E5PjndSULDyAIFu5aeVGU3mbsRzXziGsdGzJ6gs

What should I do if I have been in contact with someone I work with who has a cough?

At this time there is no national guidance asking people to self-isolate if someone you work with has symptoms (new persistent cough or fever). If your employer asks you to go home and self-isolate under these circumstances or because you have a long term condition this is their decision and we will not be able to issue a sick note. Please liaise with your employer.

Are we booking routine review and blood appointments?

Booking of routine reviews and blood appointments has been suspended. We are asking patients to contact us at a later stage.

If a Doctor feels that we need to undertake urgent diagnostic testing for a patient then we will continue to book these in (for those patients who do not have any presenting symptoms or live with someone who does).

If the patient has an urgent medical need a telephone triage assessment will be booked.

What Services are NO Longer being Offered by the Practice and have been suspended?

The following services have been identified as not being critical and will be ceased. If you have an appointment booked this will be honoured if clinically safe to do so. Please note that no new appointments are being offered at this time for the following:-

- Coil Fitting
- Learning Disability Health Check
- Long Term Condition Annual Reviews
- Minor Ops



- NHS Health Checks
- Routine Blood Tests
- Spirometry Testing / Peak Flow Reading
- Travel Vaccinations

What Services are continuing to be Delivered by the Practice?

As a practice we will continue to provide the following services to patient's in-line with national guidance:-

- Childhood Immunisations
- Depot Injections
- Essential blood tests (where clinically appropriate)
- INR Testing
- Removal of Stitches
- Wound Dressings
- Zoladex and other cancer injections.

My child is booked in for childhood immunisations and vaccinations should we attend?

Public Health feel that it is important to continue to vaccinate children so that they are protected against ill health and stop the spread of specific infectious diseases e.g. diphtheria, smallpox.

If the child, parent or other member of the family who live in the same household has a new persistent cough or fever, please do not attend the surgery and self-isolate following NHS guidance.

When attending for an appointment please can we ask that you minimise who is attending for the appointment with the child, ideally this would be just one parent. If you have other children please can we ask that you do not bring them with you and that you find someone to look after them.

Please can you also NOT bring prams, pushchairs or car seats into the practice.

I have a coil fitted or would like one fitted, what are my options?

Any patients with an appointment booked will be contacted by a clinician to discuss your contraceptive options. If you have one fitted and have any concerns about this needing to be replaced or are experiencing problems, you will be offered a telephone ring back with a clinician to discuss this with you.